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## SKILLS

- Preventive Maintenance
- Troubleshooting
- Customer Service
- Diagnostic Tools
- Team Collaboration
- Client Relations

## EDUCATION

HIGH SCHOOL DIPLOMA, JKL HIGH SCHOOL

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating through exceptional service.
- Recognized for outstanding performance during apprenticeship, earning a promotion.
- Developed a preventative maintenance program that reduced service calls by 30%.

# Michael Anderson

## SERVICE PLUMBER

Proficient commercial plumber with a strong background in preventive maintenance and service plumbing. Expertise includes troubleshooting and repair of plumbing systems in commercial settings, focusing on efficiency and effectiveness. Known for delivering high-quality service while maintaining professionalism and courtesy in all client interactions. Demonstrated ability to identify and resolve plumbing issues swiftly, reducing downtime and costs.

## EXPERIENCE

### SERVICE PLUMBER

QuickFix Plumbing Services

2016 - Present

- Conducted plumbing inspections and provided preventative maintenance services to commercial clients.
- Trained staff on proper plumbing care and maintenance practices.
- Utilized diagnostic tools to identify plumbing issues quickly.
- Maintained accurate service records and reports for clients.
- Responded to emergency plumbing calls with a focus on rapid resolution.
- Developed client relationships to foster repeat business.

### PLUMBER APPRENTICE

ABC Plumbing & Heating

2014 - 2016

- Assisted in the installation and repair of plumbing systems under the guidance of experienced plumbers.
- Learned the fundamentals of plumbing codes and safety practices.
- Participated in training sessions to enhance technical skills.
- Maintained tools and equipment to ensure operational efficiency.
- Shadowed senior plumbers to gain hands-on experience in various tasks.
- Provided customer service support during service calls.